

Pennsylvania Public Utility Commission-PA Relay Campaign Summary Report

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The Public Utility Commission partnered with its PA Relay Service Advisory Board, service provider AT&T and public affairs firm William J. Green & Associates to conduct a three-year, \$500,000-a-year public awareness campaign for Pennsylvania's Telecommunications Relay Service.

The campaign kicked off in 2004 and concluded in 2007 after three years of outreach efforts to educate the hearing public on how they can communicate by phone with people who have hearing or speech loss. The campaign helped to more than double awareness of this service in Pennsylvania.

For purposes of the campaign, the service was referred to as "PA Relay" to help simplify communications, with the initial message of the campaign as "Spread the Word." This encouraged Pennsylvanians to become aware of the service and share the information with family, co-workers and neighbors. Year 2 featured "Learn about 7-1-1" in an effort to raise interest in the telephone number and help the hearing public understand how to place a relay call. During the third year, the message was refocused to "Don't Hang Up" to encourage the public to recognize when they receive a relay call and not hang up on the caller.

Initial research began in 2003 with a benchmark survey showing 9 percent of Pennsylvanians were aware of Telecommunications Relay Service or 7-1-1, the number dialed to connect to the service.

Several tactics were utilized to educate the public, including a launch event news conference featuring Christy Smith from CBS's "Survivor: Amazon" as spokesperson; a new Web site; brochures; news releases; letters to the editor and op-ed pieces; transit, mall-kiosk, print, radio and newspaper advertising; a traveling "Road Show" informational exhibit; a business, organization and government partnership program; a classroom educational component; and "PA Relay Day" on July 11 (7-1-1) with street teams distributing information.

A Web site, www.PARelay.net, was designed and utilized as the central hub for campaign information. All media materials, brochures and promotional efforts directed the public to visit the site to learn more about 7-1-1 and PA Relay. Significant increases in Web traffic were noted during the campaign launch event and PA Relay Day.

Advertising efforts throughout the campaign resulted in more than 383 million impressions statewide. Most ads were placed in Pennsylvania's larger urban areas, including Philadelphia, Pittsburgh, Erie, Harrisburg, Wilkes-Barre, Scranton, Johnstown

and Lancaster. The campaign utilized billboard, transit, print and radio advertising outlets.

The education program involved developing lesson plans for elementary and secondary school students, and posting them on the PA Relay Web site. Letters and emails were sent to more than 700 school superintendents to alert them of the availability of the lessons and to encourage them to download the plans. The program received the endorsement of Pennsylvania's Secretary of Education and was downloaded by more than 165 educators and school administrators from both public and private schools.

To reach businesses and organizations, letters and emails were sent encouraging them to partner with the campaign by distributing brochures to employees or members, linking their Web site with www.PARelay.net and including articles about PA Relay in their newsletters. The outreach effort specifically targeted nonprofit, medical and religious organizations. On PA Relay Day and during national Deaf Awareness Week, more than 800 email blasts were sent to current and potential partners to inform them of campaign progress and events. Also, all 253 of Pennsylvania's Senate and House of Representative members were reached through the distribution of letters, brochures and CDs containing campaign information.

The PA Relay Road Show visited a total of 64 stops during the three-year campaign. A PA Relay representative staffed the exhibit and distributed program brochures and small giveaways featuring 7-1-1. The Road Show made appearances at county fairs, senior centers, legislative senior fairs, health fairs, shopping malls and women's expos.

On July 11, 2005 (7/11), Lt. Gov. Catherine Baker-Knoll proclaimed the day as "PA Relay Day" in the Commonwealth of Pennsylvania. Also during "PA Relay Day," street teams were sent to distribute brochures and promotional materials in Philadelphia, Pittsburgh, Erie, Harrisburg, Reading, Allentown and Scranton.

Media coverage was obtained from efforts throughout the campaign from print, radio and TV outlets. Through distributing news releases or media advisories for all of the campaign events, Road Show stops and survey results, and by working with targeted media contacts, PA Relay received news coverage that resulted in more than 4.8 million earned media impressions.

Overall, the campaign resulted in an increased understanding of using the telephone relay service to communicate with those who are deaf, hard of hearing or speech disabled. A survey conducted at the conclusion of the campaign showed that awareness of 7-1-1 increased to 20 percent, up from 14 percent in 2005, 12 percent in 2004 and 9 percent in 2003. Those with hearing or speech loss and relay operators, or Communications Assistants, have experienced fewer hangups and a greater understanding of relay call procedures from the hearing public.

Remaining campaign funds were used toward the fulfillment of one of the initial objectives of the initiative: outreach to minority communities about PA Relay.

Although the campaign has concluded, the Public Utility Commission remains committed to educating Pennsylvanians about PA Relay. Commissioners continue media interviews on the subject, and educators continue to distribute the 7-1-1 brochure.

The Commission's PA Relay Service Advisory Board was consulted and provided input throughout the education campaign.

Office of the Lieutenant Governor



COMMONWEALTH OF PENNSYLVANIA

In Recognition

**The Pennsylvania Public Utility Commission
The Pennsylvania Relay Service Advisory Board**

"711/PA Relay Day"

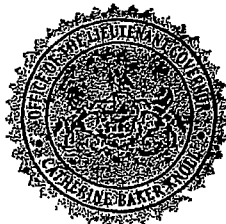
July 11, 2005

As Lieutenant Governor of the Commonwealth of Pennsylvania, it gives me great honor to recognize the Pennsylvania Telephone Relay Service for enabling telephone connection for those citizens in the Commonwealth with hearing and speech loss.

An essential technological advancement in our Commonwealth, the Relay develops the communication abilities of the people of Pennsylvania, unifying our citizens in a more extensive equality of access to the world and to its resources. By simply dialing 7-1-1, callers can connect to PA Relay and converse with friends, family, and businesses over the telephone.

In addition, I would like to commend the Advisory Board on the implementation of a statewide consumer-education campaign to "Spread the Word" about the instruction of use for PA Relay and 7-1-1. By raising awareness of this telephone capability, you have given countless citizens the gift of an easy, convenient connection to society through the telephone, a link much of the Western world now takes for granted, and a link long considered hopelessly denied for people with hearing and speech loss.

On behalf of the more than twelve million citizens of the Commonwealth of Pennsylvania, I would like to commend the Pennsylvania Public Utility Commission and the Pennsylvania Relay Service Advisory Board for establishing the vital service of 7-1-1 Relay, a mark of your devotion to public service. Congratulations on your success and may you continue to enjoy great achievement in all your future endeavors.



Catherine Baker Knoll

Catherine Baker Knoll
Lieutenant Governor

Appendix

No. 5.3

LEC Bill Inserts

Telecommunications Relay Service Information (7-1-1)

Pennsylvania Telecommunications Relay Service (TRS) allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone. This is done by using a keyboard machine called a text telephone (TTY) to send messages over the telephone network. A Communications Assistant reads the typed message of the TTY user to the person using a regular telephone. The Communications Assistant then types the response of the regular telephone user to the TTY user. All calls are handled with strictest confidentiality.

- TRS is available 24 hours a day, every day of the year.
- TTY users can reach the TRS Center by simply dialing 7-1-1 or 1-800-654-5984. (Para asistencia in Espanol para usuarios de TTY, llamando 1-800-855-2884).
- People who do not have a TTY, can reach the TRS Center by simply dialing 7-1-1 or 1-800-654-5988. (Para asistencia in Espanol si no tiene TTY, llamando 1-800-855-2885).

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP)

Pennsylvanians with disabilities may qualify for telecommunication devices to help them use telephone services.

- Devices available include the following: TTY, Amplifier, TTY with Braille Display, Voice-Carryover TTY, and TTY with large visual display. For a complete list of the devices available and to obtain information on applying for the program contact:

TDDP Program Manager
Pennsylvania's Initiative on Assistive Technology (PIAT)
University Services Building, Suite 610
1601 N. Broad Street
Philadelphia, PA 19122
Voice: 800-204-7428
TTY: 866-268-0579
FAX: 215-204-9371
Email: TDDP@temple.edu

Or visit the PIAT site at: <http://disabilities.temple.edu/programs/assistive/tddp/>

To learn more about PA TRS and 711, you can go to the PA Public Utility Commission's website at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx (fixed)

A note to all PA Relay Users:
Please note that 7-1-1 is only to be used to reach the PA TRS.
For EMERGENCIES you should continue to use 9-1-1.

Appendix

No. 5.4

Representative Telephone Directories

June 2001

**Dalmatia, PA
Dornsife, PA
Herndon, PA
Klingerstown, PA
Leck Kill, PA
Pillow, PA
Rebuck, PA
Shamokin, PA
Trevorton, PA**

Area Code 570

**ALSO INCLUDES WHITE PAGE
LISTINGS FOR THE FOLLOWING
COMMUNITIES:**

Elizabethville
Millersburg
Shamokin
Sunbury

CUSTOMER SERVICE
570-758-6911

SALES
570-758-5665

REPAIR SERVICE
570-758-5666

Official Telephone Directory
Provided as a service of TDS TELECOM

Introducing **TDS TRUE TALK™**

One area, long distance service

Details Inside

www.tdstelecom.com



How to use Repeat Dialing

1. Hang up, then lift the receiver and listen for dial tone.
2. Press *66.
3. If the line is busy:
 - Listen for three beeps or an announcement telling you the number is busy.
 - Hang up.
 - You will hear a short-short-long ring when the line is free.
 - Your call will automatically be made when you lift the handset.
4. If the line is not busy:
 - Listen for ringing.
 - Wait for an answer.

To cancel Repeat Dialing

1. Press *86 and listen for tone or announcement.

Note: While Repeat Dialing is activated, you may still make and receive other calls.

Repeat Dialing will attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled. You can use Repeat Dialing for more than one busy number at a time. You will hear special ring when one of these numbers becomes idle; however, you will not know which number it is.

If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

Call Trace

Call trace service enables you to request trace of the last incoming call. The telephone number of the caller, the date and time of the call, date and time of the trace and other information are recorded on a printer at the telephone company office.

The Call Trace detail will be retained by the company and made available to the local law enforcement agency upon your request.

How to use Call Trace:

1. Hang up after receiving a call you want to trace.
2. Before you receive another call, lift the receiver and listen for dial tone.
3. Dial *57 (1157 on a rotary phone).
4. Listen for voice announcement, which tells you the cost to trace the call.
5. Dial 1 to trace the call. Listen for voice announcement stating that the call was traced. Hang up.

OR

Hang up without dialing, if you decide not to trace the call.

6. Call your TDS TELECOM local business office immediately after Call Trace has been activated.

MORE AVAILABLE PRODUCTS AND SERVICES

>> Calling Services

- : Call Forward Busy
- : Call Forward No Answer
- : Call Hold
- : 6-Way Calling
- : Call Transfer
- : Do-Not-Disturb
- : Home Intercom
- : Hot Line
- : Personal Ringing
- : Preferred Call Forwarding
- : Priority Ringing
- : Remote Call Forwarding
- : Special Call Acceptance
- : Toll Restrictor
- : Warm Line

www.tdstelecom.com

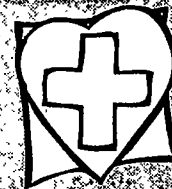
1-888-CALL-TDS

Other Services

- : Leased Equipment
- : Maintenance Plans
- : Optional Calling Plans
- : Save-A-Check Payment Plan
- : Additional Listings
- : Toll-Blocking
- : Vacation Service

Call your business office for details.

SERVICES FOR SPECIAL NEEDS



If you or someone you know has a hearing, speech, visual, or mobility impairment, TDS TELECOM can help you receive exemption from directory assistance and operator service charges. For more information call our business office.

>> Relay Service

As a telephone customer, you have access to the Pennsylvania Relay System. This service provides a communications link between hearing or speech impaired residents who use a typewriter-like text telephone (TDD), or personal computer, and those who use standard voice telephones.

How does it work?

People who are deaf or hard of hearing, and those with speech impairments can dial 1-800-654-5984 (TDD only) or 1-800-654-5988 (voice only) and be connected to a Communications Assistant. The assistant then relays the conversation from a computer screen and verbally relays the message to the hearing party. The conversation continues until both parties terminate the call. All relayed calls are kept strictly confidential, and content of the call is deleted when the call terminates.

The Relay System works both ways.

Anyone may call hearing or speech impaired individuals by simply dialing the same number.

When is the Relay System available and how much does it cost?

The Relay System is available 24 hours a day, seven days a week, including holidays. Local calls are free and long distance calls are billed if dialed directly. There is no limit on the number or length of calls.

TDD/TTY Numbers

1-800-654-5984 Relay Service

1-800-325-0778 Social Security Information

1-800-855-1155 Medical Assistance

1-800-833-3232 Operator Assistance

Questions?

If you would like a referral, or more information about the Relay System, please dial 1-800-654-5984 (TDD only) or 1-800-654-5988 (voice only).

INTERNET AND DATA SERVICES

Internet Access



>> TDS.NET

With a TDS.NET connection, you have unlimited access to the Internet's worldwide resources. Our advanced, expandable network guarantees you'll get online without busy signals. Software is included, as well as free technical support. Discount packages are available for groups with more than one account, like businesses or schools.

www.tdstelecom.com

1-888-CALL-TDS

Note: The minimum equipment necessary to fully and easily connect to the Internet is a 486 or better personal computer with a CD Rom Drive and 24 MB RAM, VGA Display (256 color or better), running Windows 95, 98, 2000 or Windows NT 4.0 Service Pack 4 (75MB hard drive space available) or later software, and a 28.8 Kbps or faster modem. Macintosh users must be running System 8.0 or later (25 MB to 35 MB of free hard disk space) (software is only available on a CD Rom).

This service may not be available in all areas. Please call the business office for details.

>> Integrated Services Digital Network (ISDN)

Work faster and smarter with Advanced Digital Services.

Advanced Digital Services represent the latest in data communications. Integrated Services Digital Network (ISDN) changes your present telephone lines into high-speed digital links which can connect you to a whole world of information services.

With ISDN technology, you can take advantage of the nearly limitless combination of voice, data, graphics and video that add new efficiencies to many of your critical business processes. Desktop videoconferencing, remote LAN access, high-speed Internet access, and improved call coverage capabilities are just a few of the exciting applications which are possible with ISDN.

To find out more about ISDN Advanced Digital Services, call TDS TELECOM.

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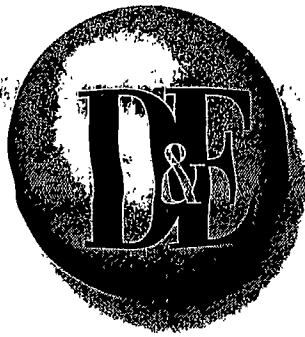
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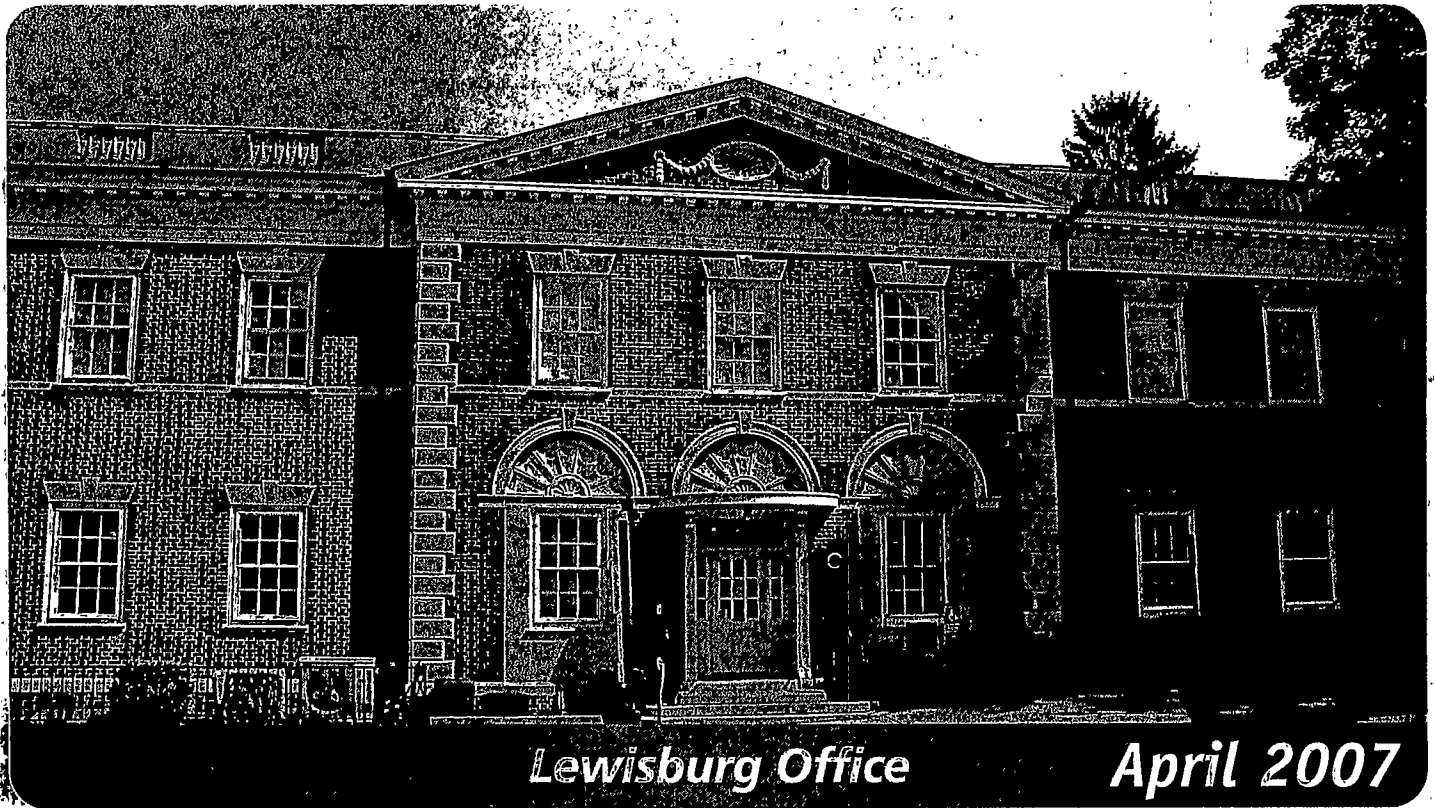
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Delivering Excellence



Lewisburg Office

April 2007

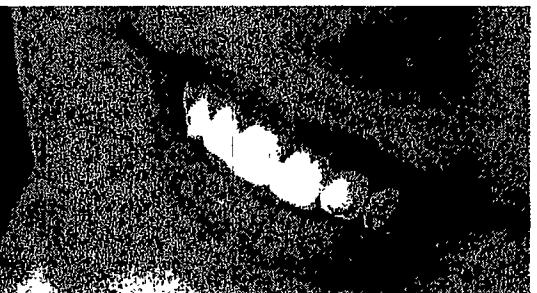
Listings for:
**Lewisburg, Mifflinburg, Milton, Danville, Northumberland,
Sunbury, Snyder County, and Watontown**

Local Phone Service • Broadband/High-Speed Internet
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Networking & Security Solutions • Network Monitoring

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A Division of D&E Group, Inc.

TELEMARKETER "DO-NOT-CALL" LIST

The Attorney General is enforcing a new law prohibiting telemarketers from calling anyone on the new "Do-Not-Call" list. There is no fee for registering. Once enrolled, your name and telephone number will remain listed for five years or until that telephone number is no longer valid. Since the list is updated quarterly, there will be a delay between the time you register and when telemarketers receive your information. The law provides several exceptions where telemarketers may call your homes even if your name is registered on the list. For more information, call the Office of Attorney General, Bureau of Consumer Protection (1-800-441-2555) or visit their website (www.attorneygeneral.gov).

To register your name on the Telemarketer "Do-Not-Call" list, contact one of the following:

Office of Attorney General

Bureau of Consumer Protection

Hotline Number: 1-888-777-3406

Online Registration: www.nocallsplease.com

By Mail:

Direct Marketing Association

DMA Telephone Preference Service P. O. Box 1559
Carmel, NY 10512

Include your name, address, telephone number and signature.

DMA online registration is available for a \$5.00 fee:
www.dmaconsumers.org

HARASSMENT

Making harassing, obscene or threatening calls is a violation of both state and federal laws. The penalty for violating these laws is a fine and/or imprisonment.

HOW TO HANDLE HARASSING OR UNWANTED CALLS

When you receive a harassing or obscene phone call, hang up immediately. Don't talk to the caller. This may encourage them to continue calling.

Tell all members of your household to not give any information to an unidentified caller.

If you are not at home, advise children to tell the caller that you are not able to come to the phone at that time, and ask them to take a message.

If harassing calls persist, report these calls to your local police department. Call our Business office at 524-2200 for options for dealing with these calls.

HELP FOR LOW INCOME CUSTOMERS

D&E Communications offers two programs to help make telephone service affordable for low income individuals. Link Up America and Lifeline help low income customers get and keep their telephone service.

Link-Up America offers a 50% reduction in the cost of the Connection Charge for one telephone line at your primary residence. This program does not cover charges for wiring or installation of jacks or telephones and does not reduce your regular monthly phone bill.

Lifeline provides a reduction on your monthly telephone bill for a single telephone line at your primary residence.

To be eligible for Link Up America and Lifeline, your income must be at or below 135% of the U. S. Census Bureau Poverty Level Guidelines or you must be on one of the following Department of Public Welfare programs:

- Temporary Assistance-Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- National School Lunch Free Program

Although these low income programs provide some assistance with the charge for telephone service, the customer is responsible for the monthly payment of their telephone bill.

For more information about these programs, contact our Business Office at 524-2200.

PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

This service enables individuals who are totally deaf, seriously hard of hearing, or have speech disabilities, to communicate over the telephone network with individuals of normal hearing through the use of a text telephone (TTY/TDD). The relay service is provided through specially-trained operators who relay the conversation 24 hours a day, 7 days a week.

TO MAKE A RELAY CALL

TTY/TDD Users and Voice 711

Or

TTY/TDD Users only (toll free) 1-800-654-5984

Voice only (toll free) 1-800-654-5988

Long distance calls placed through the relay service will be billed at the appropriate rates.



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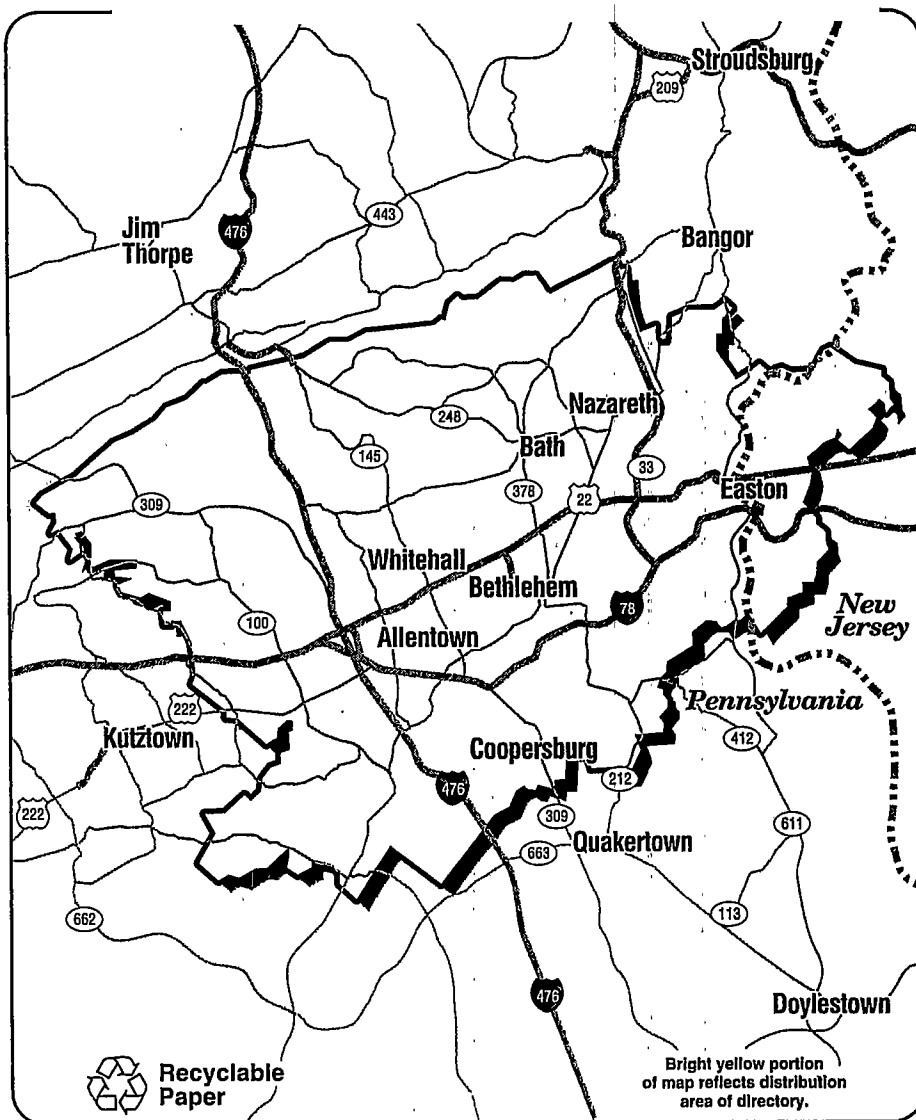
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www.poconoraceway.com

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To Promote Your Business Call 1-800-YB-YELLOW (1-800-929-3556)

Helpful Telephone Information

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Directory Assistance

For Numbers Outside Your Local Calling Area: 1-Area Code-555-1212
For Toll Free 800, 855, 866, 877, 888 Numbers: 800-555-1212

For Local Numbers: 411
If further assistance is needed, call "0" for a Telephone Operator
(Additional Charge May Apply)

Federal Do-Not-Call Lists

The consumer can register by dialing 1-888-382-1222
or register on-line at

For Information On How To Advertise In This Directory
Call 1-800-YB-YELLOW (800-929-3556)

Current Advertisers

Call 1-888-789-9103 if you have questions concerning your current
Yellow Book advertising program.

To Order A Directory

Call 1-800-929-3556 (prompt 2) to order additional directories.

Change A Business Or Residential Listing

To change a business or residential listing in either the white or yellow pages,
contact your local telephone company. Their number can be found in this
section under telephone service and repair or under the "Telephone Companies"
heading in the yellow pages of this directory.

Local & Long Distance Billing & Customer Service

Questions concerning your local or long distance telephone service should
be directed to your local or long distance service provider. Their number can
be found on the invoice they send to you, in the white pages, or under the
"Telephone Companies" heading in the yellow pages of this directory.

Pennsylvania Relay

For communication between hearing, deaf, hard-of-hearing and
speech-impaired persons: available 24 hours a day.

Relay	711
TTY	800-654-5984
Voice	800-654-5988
Spanish-TTY	800-855-2884
Spanish-Voice	800-855-2885
Speech To Speech (STS)	800-229-5746
900 Call Service-English TTY	900-344-3323
900 Call Service-Spanish TTY	900-344-2889
Web Site	

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Call the NEW national number: **811**
to Locate Underground Utilities
or call 800-242-1776

Either will connect you to
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The Environment, Yellow Book and You...

As responsible Corporate citizens, Yellow Book is concerned with the environment
and has undertaken the following initiatives to do our share to help protect it.



Certified Forests

Of significant importance is the wood used in manufacturing our paper is a renewable resource;
much like corn or wheat. Wood used in the production of Yellow Book paper is primarily
harvested from certified Forests. Certified Forests must meet and pass all Federal and
International environmental guidelines and obligates the harvester to the responsible and ethical
husbandry of the forestlands in their care to insure the continuing viability of our forestland and its
environment.



Soy Based versus Petroleum Based Inks

To aid in the reduction of petroleum based pollutants in our landfills, our directories are printed
with environmentally friendly and biodegradable soy based inks.



Environmental Partnerships

Yellow Book directories are manufactured with recycling in mind. To aid in promoting recycling to
the general public Yellow Book has partnered with Earth 911; a not for profit environmental group
focused on educating the public of the recycling options that are locally available.

You can learn more about Earth 911 by visiting their website at: <http://www.earth911.org>.
Or visit our website at <http://yellowbook.com> and click on the Earth 911 logo



windstream™

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October 2007

Keep Until October 2008

Your Official Telephone Directory



Directories are also available online
at windstreamyellowpages.com

Distributed to and Serving the Communities of

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Look inside for the following info:

- » Community Information
- » More Home & Business Listings
- » Easy-To-Use Telephone Information
- » ZIP Codes & Much More
- » Attorney Guide
- » Dentist Guide
- » Physician & Surgeon Guide

**YOUR DIRECTORY IS ONLY
A KEYSTROKE AWAY!**

Visit your directory online at www.windstreamyellowpages.com



Customer Information

Answer Notice

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment for 900 service calls.

You should not be billed for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed within your telephone company bill, contact the toll free number provided in the bill section containing the 900 charge in question.

To dispute a 900 service charge appearing in a telephone company bill, you must contact the telephone number provided for bill inquiries. This bill inquiry number appears on the bill page containing the 900 charge you want to dispute. You must call this number to register your dispute within 60 days from the date of the bill. Orally communicating your dispute to the telephone number specified is sufficient notification of a billing error.

If your dispute cannot be resolved while you are on the phone, you will be advised of the outcome of the investigation within two complete bill cycles or not more than 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charge and no collection activity may occur.

If it is agreed to remove the charge from your telephone company bill at the time of verbal contact, and if the provider of the service or its agent later determines that the charge is valid, the company providing the 900 service or its agent, may use their own collection process and additional third-party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture of up to \$50 per transaction of the disputed amount.

900 services are non-communications services. Your local or long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate charges, however, may involuntarily result in blocking of your access to these 900 services.

If you want to have your access to 900 services blocked, in most areas you can request this service at no charge by contacting your telephone company.



The Pennsylvania Relay Service

If you have a hearing or speech disability...

With a text telephone, you can now call anyone, anytime, anywhere in the world by calling the Pennsylvania Relay Service first. Here's how:

1. Dial 7-1-1.
2. Use your TT to let the communications assistant know what kind of call you want to make.
3. Type your part of the conversation, and the Pennsylvania Relay Service will relay it.

If you're a hearing person...

Talking to the hearing-disabled by telephone is now possible. And it's so easy.

1. Call the Pennsylvania Relay Service at 7-1-1.
2. Tell the communications assistant the name and telephone number of the person you want to call.
3. As the call is being relayed, talk as though speaking directly to the hearing-disabled person you are calling. The communications assistant will relay your conversation.

With this new service, you can make every kind of call described in this guide. Simply tell the Pennsylvania Relay Service which kind you want to make.

Confidentiality

Calls made through the relay service are strictly confidential. Communications assistants at the Pennsylvania Relay Service are specially trained to relay your conversation. As required by law, they cannot disclose any information from your conversation, and no records of the contents of conversations are kept.

TT users..... 7-1-1
Hearing persons 7-1-1

Directory Assistance

For help finding telephone numbers, call the AT&T TT operator at TT 1-800-855-1155. The Pennsylvania Relay Service is provided by AT&T in cooperation with the local telephone companies in Pennsylvania.

frontierPAGESSM

THE OFFICIAL TELEPHONE DIRECTORY FOR
NEW HOLLAND, PA

October 2004-September 2005



717

Area Code

Serving:

Intercourse • Leola

New Holland • Terre Hill

Also Includes Listings For:

Adamstown • Akron • Denver

Ephrata • Gap • Green Hills

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Landisville • Lititz • Manheim

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YOUR COMPLETE RESOURCE GUIDE

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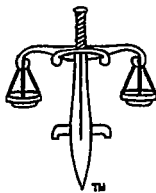
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Communicating is an essential part of life. Frontier helps you communicate with ease – as well as maintain your independence.



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Is it often difficult for you to answer the phone before your caller hangs up? Voice Mail gives you easy access to your messages from anywhere and at your convenience. See page P24.

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Have a special number to give to select people or for emergency use. You'll know by the distinct ring that it's a call you want to answer. See page P19.

Caller ID

Enjoy the security of only answering the important calls you would not want to miss. See page P20.

669 Auto Call Return

You no longer have to rush to answer the phone when you are busy. Take your time! Use Auto Call Return to find out the number of the last person who called. See page P22.



Alternative Bill Formats

Frontier provides either large print or Braille bill formats to customers at no extra charge.

666 Auto Busy Redial

Now you don't have to look up or remember the phone number during redial attempts. Our Busy Redial feature does the work for you! See page P23.



Pennsylvania Telecommunications Relay Service

Pennsylvania Relay Service is a telecommunications relay service, providing full telephone accessibility to people who are deaf, hard-of-hearing or speech disabled. To learn more about Pennsylvania Relay visit the PA Relay website at www.parelay.net. To use TRS call 1-800-654-5988 (Voice) or 1-800-654-5984 (TTY) or 711.

Directory Assistance Charges Exemption

If an impairment makes it impossible for you to look up numbers in the telephone book, your Service Representative can provide you with the necessary form to exempt you from local Directory Assistance charges.

Warm Line

Ideal for elderly or ill people who live alone, to alert a predetermined telephone number of a problem. The telephone company will program your line so if you are unable to dial the phone, you just lift the receiver and it will automatically connect and ring the predetermined number. Call us at 355-7301 to activate.

New Holland, PA

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When you want to speak with friends in a neighboring city, relatives across the country, or on another continent, you can reach them in seconds. No matter what your need, we have the Long Distance plan that is right for you. For details and how to find out more about our International calling plans, see page P25.

Calling Card

Eliminate collect or third party calls with Frontier Calling Cards. You can make Long Distance calls from the United States, Canada, and over 60 International locations. And it's all included right on your Frontier bill. See page P25.

Personal 800 Toll-Free Service

Frontier Flex800 makes it easy for family, friends, and colleagues to reach you toll-free with a personal 800 service. See page P25.

Voice Mail

Frontier Voice Mail allows you to receive messages while you're on the phone or away from home, as well as retrieve messages from anywhere in the world! See page P24.

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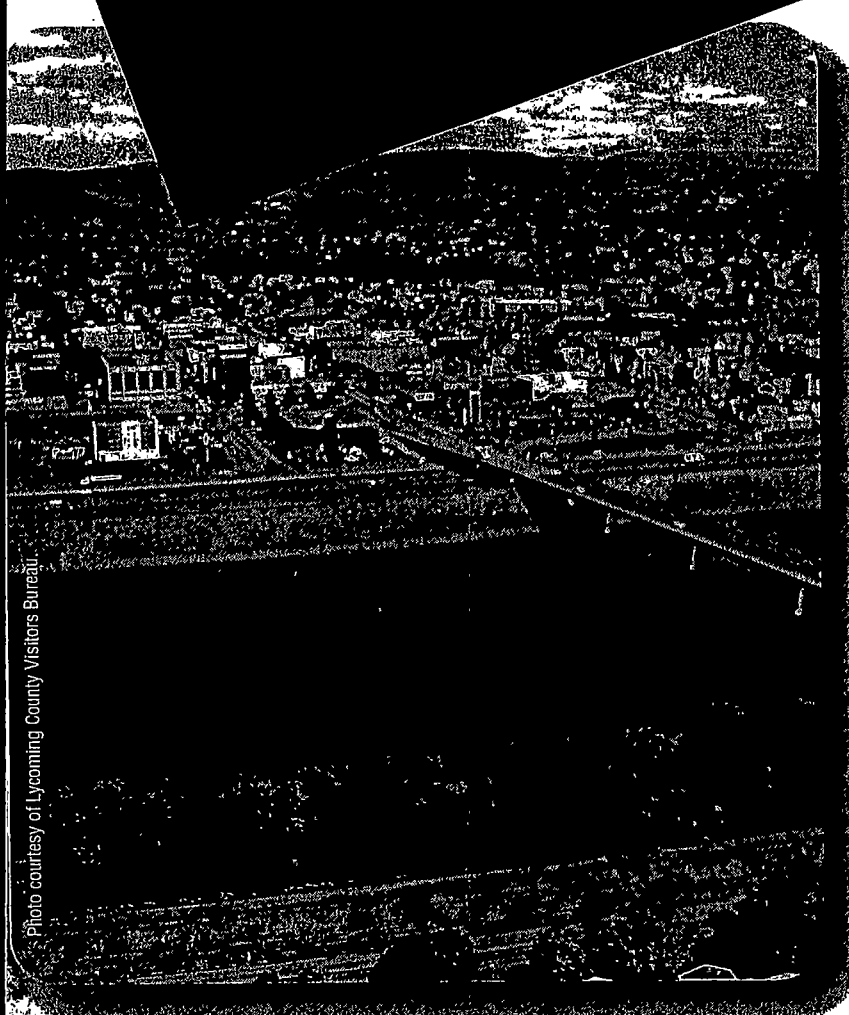
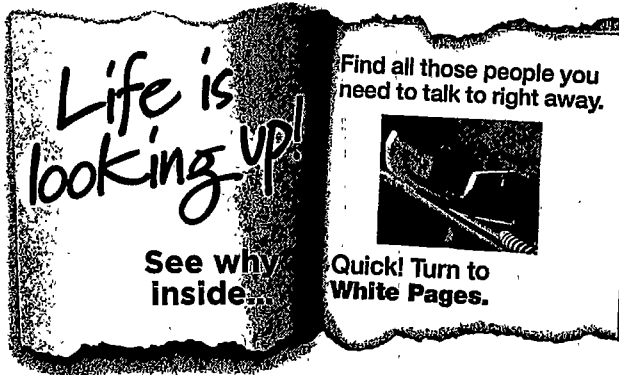


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Verizon® Yellow Pages



SEPTEMBER 2007
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Includes Listings of All Local Exchange Telephone Companies
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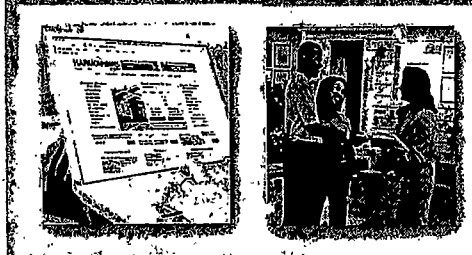
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Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Services for Individuals with Disabilities: Operator Services exemptions

If a disability prevents you from dialing local or regional telephone calls yourself, you are exempt from added costs of having an operator dial calls for you. Contact our Verizon Business Office for more information on Verizon exemptions from the usual charges for operator-assisted calls.

Directory Assistance Charges Exemption

If a disability makes it impossible for you to look up numbers in the telephone book or physically restricts you from dialing a telephone number, you are eligible for exemptions from local Directory Assistance charges. Contact our Verizon Business Office for more information on Verizon exemptions from the usual charges for local Directory Assistance.

Services for Individuals with a Hearing or Speech Disability

Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment you may not be able to call these numbers.

TTY/TDDs (text telephones) are typewriter-like communications devices that permit individuals with speech or hearing disabilities to communicate by typing messages back and forth over telephone lines. The Pennsylvania Telecommunications Relay Service allows individuals who use TTY/TDDs to communicate with hearing and speech-capable persons, and vice versa, through the assistance of specially trained Communications Assistants (available 24 hours a day).

To make a Relay Call:

TTY/TDD & Voice 741
or TTY/TDD only

(toll-free) 1-800-654-5984

or Voice only

(toll-free) 1-800-654-5983

To make a Relay Call from a Coin Telephone:

Call the PA Relay Center and give the Center the number you want to call. Local calls are free. For long-distance calls, give the Center your Calling Card or Prepaid Card Number. Calling Card calls are charged at the tariffed rate for such calls made from a coin telephone. Prepaid Card rates vary by provider. Check your provider for current rates.

Verizon Center for Customers with Disabilities

Residential Customers

Monday - Friday 8:00 a.m. - 6:00 p.m.
Voice & TTY 1-800-974-6006

Verizon Repair

Residence and Business

Text Telephones for Hearing or Speech impaired calls answered 24 hours a day
(toll-free) 1-888-669-0363

Operator Assistance for TTY/TDD Customers

Operator Assistance is available for placing the following TTY/TDD calls:

- Local
- Long Distance
- Collect • Calling Card • Third number
- Directory Assistance

You can reach TTY/TDD Operator services any time by calling

(toll-free) 1-800-655-1155

Equipment

If you want information about telephone equipment contact the supplier of your choice. These suppliers may be listed under the "Telephone" heading in the Verizon Yellow Pages.

We Do Not Repair Telephone Equipment

If a problem is caused by your telephone set or other type of telephone equipment, follow the instructions on the warranty or contact the equipment supplier. Customers who have subscribed to the Verizon Guardian enhanced maintenance service, please note. Loaned telephones provided under terms and conditions of Guardian service are STANDARD telephones and do not provide hearing or speech amplification or any other special features. TTY/TDD devices are not available for loan under the Guardian enhanced maintenance service.

Your Rights As A Residential Telephone Company Customer

As a residential telephone company customer, you have many important rights and responsibilities. They make sure you and the telephone company deal fairly with each other. Verizon has the responsibility to honor your rights. The following information will help you know what they are. The

information is based on the regulations of the Pennsylvania Public Utility Commission. If you have questions or cannot understand any of the information presented here, call your local Verizon Business Office.

You can also call the Bureau of Consumer Services at the Public Utility Commission to help at 1-800-782-1110 (toll-free).

Applying for Service

When you apply for residential telephone service, you have a right to the following:

- A full explanation of the company's credit and deposit rules.
- A full explanation of all available services and equipment options and their prices, beginning with the lowest priced service available. The company will send you a written price list if you ask.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit will be based only on your credit history. The company may not require a deposit on the basis of where you live, your race, religion, gender, age if over 18, ethnic background, or marital status.

New Customers

The telephone company will provide residential telephone service without requiring a deposit if you meet one of the following:

- You have a good payment history with a local exchange carrier (local telephone company) or you have a good payment history with another utility. (You must give the company permission to check your payment history with other utilities.)
- You own property, have entered into an agreement to purchase real estate in the areas serviced by the company, or have at least a one-year lease of a property serviced by the company. However, you cannot have a poor payment history as a telephone customer within the past two years.
- You can provide information and proof that you are a good credit risk by providing credit cards and/or employment history. You cannot be considered a poor credit risk simply because you have never had credit.

If a credit investigation is expected to take longer than three business days, the company must provide service at least until it completes its investigation. If you have to pay a deposit, the company must tell you the reason in writing.

Before providing service the company may require that you pay or make a payment agreement to pay any outstanding residential telephone bills you may owe from within the last four years. You may not



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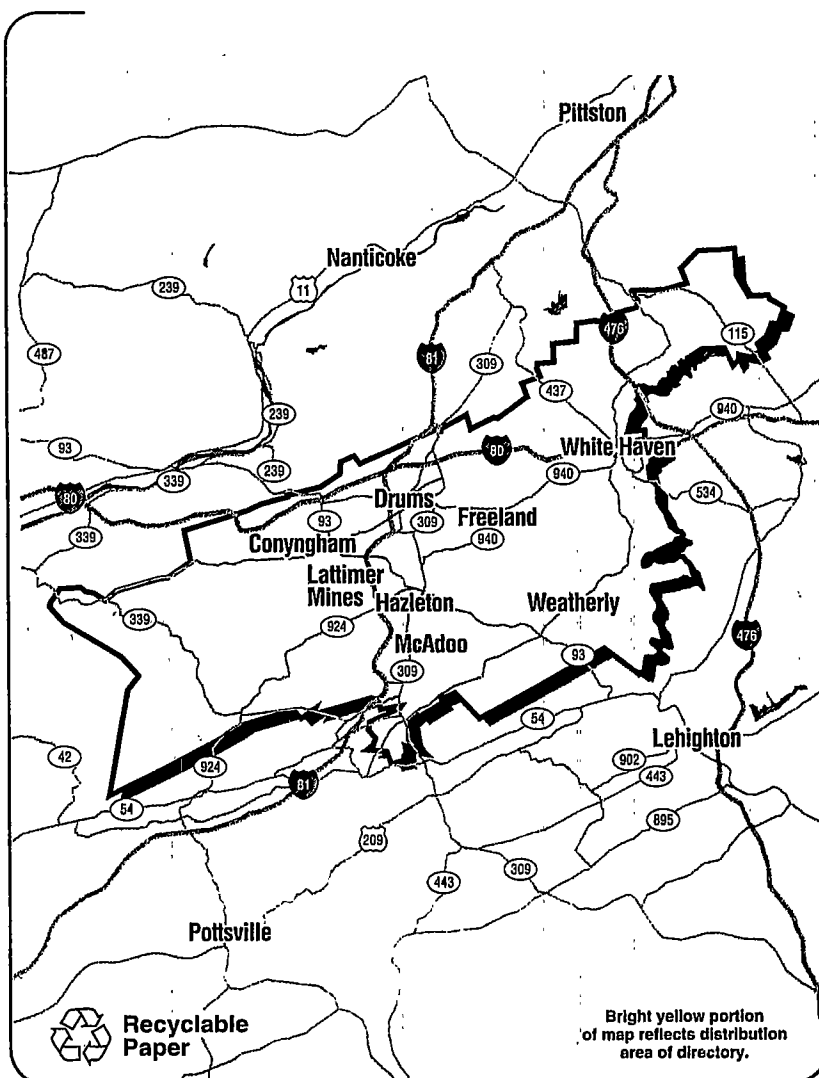
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Environmental Partnerships
 Yellow Book's environmental section is a valuable resource for businesses and organizations looking to reduce their environmental footprint. The section provides information on a wide range of environmental issues, including energy conservation, waste management, and water conservation. It also features a directory of environmental consultants and other service providers.

Soy Based versus Petroleum Based Inks
 Soy based inks are a more environmentally friendly alternative to petroleum based inks. They are made from soybean oil, which is a renewable resource. Soy based inks are also biodegradable and non-toxic. They are a good choice for businesses that want to reduce their environmental impact.

Certified Forests
 Certified forests are forests that have been managed in a sustainable way. They are certified by independent organizations that use strict criteria to evaluate forest management practices. Certified forests provide a wide range of products, including lumber, paper, and other forest products. They are a good choice for businesses that want to support sustainable forest management.

The Environment, Yellow Book and You

As responsible Corporate citizens, Yellow Book is concerned with the environment and has undertaken the following initiatives to do our share to help protect it.

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Local & Long Distance Billing & Customer Service
 Call 888-789-9133 for more information.

Change A Business Or Residential Listing
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GENERAL INFORMATION

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TDD Service



Pennsylvania Telecommunications Relay Service

The Pennsylvania Relay Service is available to all Pennsylvania customers. Text telephones, often called TTY or TDD are used by deaf, hard of hearing and speech disabled persons. This service allows TTY/TDD users to communicate with standard phone users, and vice versa.

The Relay Service provides 24-hour telephone access staffed by specially trained Communications Assistants using special telecommunications equipment. These Communications Assistants relay conversations between people with hearing and/or speech impairments who use a Telecommunications Device for the Hearing and Speech Impaired (TDD) and people who can speak and hear and who use standard telephones. All calls are confidential.

The Relay Service can be accessed by dialing:

Voice Callers.....711 or 1-800-654-5988
TTY/TDD Only.....711 or 1-800-654-5984

Telecommunication Device Distribution Program

People who are deaf, hard of hearing, deaf-blind or speech disabled may qualify for telecommunication devices to help them use telephone services.

Some of the Devices Available: TTY, Amplifier, Telebraille, Voice-Carryover TTY, TTY with large visual display.

Where to obtain information to apply for the program:

PA Statewide Independent Living Council
2 North Second Street, Suite 100
Harrisburg, PA 17101-1401
Call: 1-800-670-7303 (Voice)
1-888-972-7452 (TTY)

Sales Solicitation Calls

Many people enjoy receiving telephone calls at home offering them information about products or services that they may need or want. But the choice is yours.

When you receive telephone sales calls:

1. Find out who is calling.
2. If you think you may be interested but want to know more, you can ask the caller to mail information about the offer or charity.
3. If you are not interested, interrupt the caller and say so.
4. If you don't want to get another call from that company, ask the person to take your name off their list.
5. If a machine has dialed you, just hang up. Please wait approximately 30 seconds after hanging up for the equipment to disconnect. If you pick up the phone before that time has elapsed, the timing begins again.
6. If you want to reduce the number of unsolicited telemarketing calls you receive from national companies you should register with the Federal Trade Commission's National Do Not Call Registry at: www.donotcall.gov or by phone 1-888-382-1222.

Blocking 700/900 Calls

A variety of telephone information services can be called by dialing a number beginning with 700 or 900. Unlike calls made to 800/877/888 numbers, however, you are charged for these calls. These services are useful and beneficial; however, if you are unable to regulate calls made from your telephone, you can now block the origination of direct dialed calls to a 700 number, a 900 number, or both. For further information, contact your Local Service Provider. There is no connection or monthly charge for this service, however, if you request call blocking and later remove it, there would be a charge to reconnect the service.